

CLAIMS

WHAT IS CLAIMED IS:

1. A diagnostic tool for classifying an individual based on work pattern data of the individual, comprising:
 - a plurality of work pattern groups, each work pattern group having a plurality of predefined characteristics;
 - an interface for inputting work pattern data associated with the individual; and
 - a diagnostic engine for correlating the work pattern data with the predefined characteristics and classifying the individual as a member of at least one of the plurality of work pattern groups based on the correlation.

2. The diagnostic tool as recited in claim 1, wherein the predefined characteristics of each work pattern group correspond to a degree to which work performed by a member of the particular work pattern group is focused, an amount of interaction between a member of the particular work pattern group and other individuals, and a degree to which work performed by a member of the particular work pattern group follows a defined procedure.

3. The diagnostic tool as recited in claim 2, wherein the predefined characteristics of each work pattern group further correspond to a type of information used by a member of the particular work pattern group, a number of work foci of a member of the particular work pattern group, and a degree of mobility within the work environment of a member of the particular work pattern group.

4. The diagnostic tool as recited in claim 1, wherein the plurality of work pattern groups include a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

5. The diagnostic tool as recited in claim 1, wherein the predefined characteristics include a degree to which work performed by a member of the particular work pattern group is task-based and a degree to which work performed by a member of the particular work pattern group is knowledge-based.

6. The diagnostic tool as recited in claim 1, wherein the diagnostic engine comprises digital data stored on a digital storage medium.

7. The diagnostic tool as recited in claim 6, wherein the digital storage medium is a computer hard disk drive.

8. The diagnostic tool as recited in claim 1, wherein the interface is an interactive questionnaire.

9. A system for prescribing a knowledge management solution for an individual in a work environment, comprising:

a diagnostic tool;
an interface coupled to the diagnostic tool for inputting work pattern data associated with the individual;

- a plurality of work pattern groups; and
- a prescription tool;

wherein the diagnostic tool correlates the work pattern data with the work pattern groups, defines a personal profile for the individual based on the correlation and the prescription tool recommends a knowledge management solution for the individual based on the personal profile.

10. The system as recited in claim 9, further comprising a plurality of organizational information flow models, wherein organizational data associated with the individual's work environment is input via the interface and the diagnostic engine correlates the organizational data with the organization

5 information flow models and the prescription tool further recommends the
6 knowledge management solution based on the organizational correlation.

1 11. The system as recited in claim 10, wherein the organizational
2 information flow models include a Channeled model, a Centered model, a Pooled
3 model and a Negotiated model.

1 12. The system as recited in claim 9, wherein the work pattern
2 data includes data relevant to an amount of interaction by the individual with other
3 individuals, a degree to which work performed by the individual is focused, and a
4 degree to which work performed by the individual adheres to a defined procedure.

1 13. The system as recited in claim 9, wherein the work pattern
2 groups include a Processor group, a Keeper group, a Concierge group, a Broker
3 group, a Player group, and a Specialist group.

1 14. The system as recited in claim 9, wherein the personal profile
2 is adapted to be updated with additional work pattern data associated with the user
3 that is input via the interface.

1 15. The system as recited in claim 9, further comprising a
2 computer, wherein the diagnostic tool is executed by the computer.

1 16. The system as recited in claim 15, wherein the computer is
2 coupled to a network and the additional work pattern data is input to the interface
3 via the network.

001.597631

0032141-0849
651280-11128650

1 17. The system as recited in claim 16, wherein an electronic
2 device connectable to the network collects the additional work pattern data.

1 18. The system as recited in claim 17, wherein the knowledge
2 management solution includes the electronic device.

1 19. The system as recited in claim 9, wherein the knowledge
2 management solution includes knowledge storage products.

1 20. The system as recited in claim 9, wherein the diagnostic tool
2 comprises digital data stored on a digital storage medium.

1 21. The system as recited in claim 9, wherein the prescription tool
2 is a product catalog.

1 22. A method of classifying an individual based on work pattern
2 data associated with the individual, the method comprising:
3 defining a plurality of work pattern groups, each work pattern
4 group being associated with a work pattern characteristic;
5 measuring a first work pattern data of the individual
6 representative of a degree of interaction between the individual and other individuals
7 in the work environment;
8 measuring a second work pattern data of the individual
9 representative of a degree of focus associated with work performed by the individual
10 in the work environment;
11 measuring a third work pattern data of the individual
12 representative of a degree of protocol governing the work performed by the
13 individual in the work environment;

14 correlating the first, second, and third work pattern data of the
15 individual with the work pattern characteristics of the plurality of work pattern
16 groups; and

17 classifying the individual as a member of at least one of the
18 work pattern groups based on the correlation.

1 23. The method as recited in claim 22, wherein the work pattern
2 groups include a Processor group, a Keeper group, a Concierge group, a Broker
3 group, a Player group, and a Specialist group.

1 24. The method as recited in claim 22, wherein the steps of
2 correlating and classifying are performed by a computer program.

1 25. The method as recited in claim 22, further comprising:
2 recommending a knowledge management solution for the
3 individual based on the classification.

1 26. The method as recited in claim 25, wherein the knowledge
2 management solution includes knowledge storage products.

1 27. A method of classifying an individual as a member of at least
2 one of a plurality of work pattern groups, the groups including a first group, a
3 second group, a third group, a fourth group, a fifth group, and a sixth group, the
4 method comprising:

5 measuring a work characteristic of the individual associated
6 with performance of the individual's work; and

7 identifying the individual as a member of at least one of the
8 plurality of work pattern groups based on the measured work characteristic;

9 wherein work characteristics associated with the first group
10 include a tight work focus, highly protocolled work processes, and a low degree of
11 interaction with other individuals in the work environment;

12 wherein work characteristics associated with the second group
 13 include a contextual work focus, moderately protocolled work processes, and a
 14 moderate degree of interaction with other individuals in the work environment;
 15 wherein work characteristics associated with the third group
 16 include a wide work focus, logistics-oriented work processes, and a high degree of
 17 interaction with other individuals in the work environment;
 18 wherein work characteristics associated with the fourth group
 19 include a wide work focus, highly variable work processes, and a high degree of
 20 interaction with other individuals in the work environment;
 21 wherein work characteristics associated with the fifth group
 22 include a contextual work focus, moderately variable work processes, and a
 23 moderate degree of interaction with other individuals in the work environment;
 24 wherein work characteristics associated with the sixth group
 25 include a tight work focus, well-defined work processes, and a low degree of
 26 interaction with other individuals in the work environment.

1 28. A method for prescribing a knowledge management solution
 2 for an individual in a work environment, comprising:
 3 defining a plurality of work pattern groups and a plurality of
 4 work pattern characteristics associated with each work pattern group;
 5 collecting work pattern data associated with the individual;
 6 correlating the work pattern data with the plurality of work
 7 pattern characteristics associated with the plurality of work pattern groups;
 8 classifying the individual as a member of at least one of the
 9 work pattern groups based on the correlation;
 10 defining a personal profile for the individual, the personal
 11 profile including the classification of the individual; and
 12 recommending a knowledge management solution for the
 13 individual based on the defined personal profile.

1 29. The method as recited in claim 28, further comprising:
2 identifying a personal style associated with the individual from
3 the work pattern data, wherein the personal profile further includes the identified
4 personal style.

1 30. The method as recited in claim 28, further comprising:
2 defining a plurality of organizational information flow models
3 and a plurality of information flow characteristics associated with each
4 organizational information flow model;
5 collecting organizational data associated with the individual's
6 work environment
7 correlating the organizational data with the plurality of
8 information flow characteristics associated with the organizational information flow
9 models;
10 identifying the organizational information flow model that
11 corresponds to the individual's work environment based on the correlation; and
12 refining the personal profile to include the identified
13 organizational information flow model.

1 31. The method as recited in claim 28, wherein the knowledge
2 management solution includes knowledge storage products.

Handwritten signature/initials

Handwritten signature/initials